

## Exhibit 300: Capital Asset Summary

### Part I: Summary Information And Justification (All Capital Assets)

#### Section A: Overview & Summary Information

**Date Investment First Submitted:** 2011-09-16  
**Date of Last Change to Activities:** 2012-06-29  
**Investment Auto Submission Date:** 2012-02-27  
**Date of Last Investment Detail Update:** 2012-08-31  
**Date of Last Exhibit 300A Update:** 2012-08-31  
**Date of Last Revision:** 2012-08-31

**Agency:** 015 - Department of the Treasury      **Bureau:** 35 - Bureau of the Public Debt

**Investment Part Code:** 02

**Investment Category:** 00 - Agency Investments

**1. Name of this Investment:** BPD End User Systems and Services

**2. Unique Investment Identifier (Ull):** 015-000003501

#### Section B: Investment Detail

- 1. Provide a brief summary of the investment, including a brief description of the related benefit to the mission delivery and management support areas, and the primary beneficiary(ies) of the investment. Include an explanation of any dependencies between this investment and other investments.**

The End User Systems and Services investment helps meet the Treasury's strategic goal of effectively managing the Government's finances. This investment provides meaningful and timely operational performance information to Public Debt and Treasury management, which meets the Treasury strategic objective to manage resources effectively in order to accomplish the mission and provide quality customer service. As service demand increases, this investment improves access to Public Debt infrastructure and provides the desktop capability and capacity to increase the performance of internal systems. This is accomplished through effective and efficient processing of accurate, timely, and accessible information to key personnel concerning relative customer service, operational, and transactional information gained through customer satisfaction surveys, issues tracking, statistics, and quality assurance. In addition, Public Debt has several initiatives underway that will change the manner in which users interact with the data network. They will be using devices that are mobile or easily moved, and more streamlined than traditional PCs. This is part of a universal trend toward ubiquitous connectivity and industry experts expect that wireless technology will be the means of providing network access to these types of devices. Wireless LAN offers the users seamless mobility and greatly facilitate the enforcement of security policies. These capabilities enable Public Debt to support the latency, security, throughput and mobility requirements of the virtual desktop and Voice Over Internet Protocol (VOIP) users that will

appear during the next few years. Other initiatives include leveraging virtual technologies and modernize voice communications to create a streamlined, more efficient approach in the delivery of end user services. In order to fulfill customer expectations, Public Debt must first understand what the customer's needs, problems, issues, and concerns are in order to provide high quality service that will in turn produce more borrowing opportunities to meet the need of the Federal Government. The End User Systems and Services investment help meet these expectations and the strategic goal of managing the Government's finances effectively through providing critical operational performance information to Public Debt and Treasury management which leads to the improvement of customer service and quality decision-making.

**2. How does this investment close in part or in whole any identified performance gap in support of the mission delivery and management support areas? Include an assessment of the program impact if this investment isn't fully funded.**

Public Debt provides office automation via the BPD End User Systems and Services investment. These costs include (but are not limited to) desktop computers, laptop computers, the helpdesk, call centers, telephones, fax machines, printers, workgroup-distributed servers, and related software. Through effective management of resources, this investment will ensure a modern, secure, and optimized technical environment is in place to support Public Debt's programs, workforce, and customers. Through the leveraging virtual and wireless technologies, Public Debt will see increased customer satisfaction as a result of increased mobility and capabilities of End User services, quicker restoration of desktops, reducing the risk of losing data in the event of desktop failure, and strengthen ability to meet or exceed End User incident resolution turnaround. Also the increased mobility of the workforce will eliminate the need to provision and deploy new physical desktops thus achieving savings in bulk buy expenditures. This investment also supports the Fiscal IT initiative which provides effective end user services to Financial Management Service (FMS) beginning FY 2012. The End User Systems and Services investment enables Public Debt and Treasury to drive improved results, strategically align its resources to deliver quality customer service, and help manage resources effectively to accomplish the mission and strategic goals. This leads to improved operational effectiveness in reduced error rates, improved timeliness of investment information to investors, better quality products, and increased opportunities in meeting the borrowing needs of the Federal Government. This translates into meeting the borrowing needs at the lowest cost over time and effectively manages the debt, which returns value back to the taxpayer and the Government.

**3. Provide a list of this investment's accomplishments in the prior year (PY), including projects or useful components/project segments completed, new functionality added, or operational efficiency achieved.**

FY 11 Operations and Maintenance 1. Desktop Virtualization: Leverage virtual technologies in the delivery of End User Services -Establish and test a pilot virtual environment. -Begin rollout of the virtual desktop throughout Public Debt. 2. Increase capability and mobility of End User services through wireless technology. -Began planning for wireless pilot deployment and testing 3. Centralized provisioning and recertification of End User access to strengthen the internal control environment. -Began integration of 35-40% of Public Debt applications into a centralized access provisioning system.

**4. Provide a list of planned accomplishments for current year (CY) and budget year (BY).**

1. FY 12 – FY 13 Operations and Maintenance. 2. FY 12 – FY 13 Desktop Virtualization: Leverage virtual technologies in the delivery of End User Services. -Continue rollout of the virtual desktop throughout Public Debt. 3. FY 12 – FY 13 Increase capability and mobility of End User services through wireless technology. -Begin gap deployment to employee areas within the Public Debt. -Complete implementation of wireless deployment activities. 4. FY 12 – FY 13 Centralized provisioning and recertification of End User access to strengthen internal control environment. -Complete integration of at least 75% of Public Debt applications into a centralized access provisioning system.

**5. Provide the date of the Charter establishing the required Integrated Program Team (IPT) for this investment. An IPT must always include, but is not limited to: a qualified fully-dedicated IT program manager, a contract specialist, an information technology specialist, a security specialist and a business process owner before OMB will approve this program investment budget. IT Program Manager, Business Process Owner and Contract Specialist must be Government Employees.**

2010-10-01

## Section C: Summary of Funding (Budget Authority for Capital Assets)

1.

Table I.C.1 Summary of Funding

	PY-1 & Prior	PY 2011	CY 2012	BY 2013
Planning Costs:	\$0.0			\$0.0
DME (Excluding Planning) Costs:	\$0.0	\$0.0	\$0.0	\$0.0
DME (Including Planning) Govt. FTEs:	\$0.0	\$0.0	\$0.0	\$0.0
Sub-Total DME (Including Govt. FTE):	0	0	0	0
O & M Costs:	\$0.0	\$0.0	\$0.0	\$0.0
O & M Govt. FTEs:	\$0.0	\$12.7	\$12.7	\$12.7
Sub-Total O & M Costs (Including Govt. FTE):	0	\$12.7	\$12.7	\$12.7
Total Cost (Including Govt. FTE):	0	\$12.7	\$12.7	\$12.7
Total Govt. FTE costs:	0	\$12.7	\$12.7	\$12.7
# of FTE rep by costs:	0	120	121	121
Total change from prior year final President's Budget (\$)		\$0.0	\$0.0	
Total change from prior year final President's Budget (%)		0.00%	0.00%	

**2. If the funding levels have changed from the FY 2012 President's Budget request for PY or CY, briefly explain those changes:**

Due to a change in the structure of the Treasury IT Infrastructure portfolio, each bureau must now report at a bureau-level the individual infrastructure investments that support the bureau. Therefore, this is the first bureau submitted E300 for the End User Systems and Services investment.

## Section D: Acquisition/Contract Strategy (All Capital Assets)

Table I.D.1 Contracts and Acquisition Strategy

Contract Type	EVM Required	Contracting Agency ID	Procurement Instrument Identifier (PIID)	Indefinite Delivery Vehicle (IDV) Reference ID	IDV Agency ID	Solicitation ID	Ultimate Contract Value (\$M)	Type	PBSA ?	Effective Date	Actual or Expected End Date
Awarded	2036	TPDOIT11C000 2	TPDOIT11C000 2	2036							

**2. If earned value is not required or will not be a contract requirement for any of the contracts or task orders above, explain why:**

These are service based contracts providing an ancillary support service.

Exhibit 300B: Performance Measurement Report

Section A: General Information

Date of Last Change to Activities: 2012-06-29

Section B: Project Execution Data

Table II.B.1 Projects					
Project ID	Project Name	Project Description	Project Start Date	Project Completion Date	Project Lifecycle Cost (\$M)
EURSS01	End Users Maintenance Activities	End User Maintenance activities.			

Activity Summary								
Roll-up of Information Provided in Lowest Level Child Activities								
Project ID	Name	Total Cost of Project Activities (\$M)	End Point Schedule Variance (in days)	End Point Schedule Variance (%)	Cost Variance (\$M )	Cost Variance (%)	Total Planned Cost (\$M)	Count of Activities
EURSS01	End Users Maintenance Activities							

Key Deliverables								
Project Name	Activity Name	Description	Planned Completion Date	Projected Completion Date	Actual Completion Date	Duration (in days)	Schedule Variance (in days )	Schedule Variance (%)
NONE								

## Section C: Operational Data

Table II.C.1 Performance Metrics

Metric Description	Unit of Measure	FEA Performance Measurement Category Mapping	Measurement Condition	Baseline	Target for PY	Actual for PY	Target for CY	Reporting Frequency
End-User Password Reset: Percent of Service Events that Password reset is completed within 1 hour of receipt of the request = (Number of Service Events that Password reset is completed within 1 hour of receipt of the request.)	(%)	Process and Activities - Security and Privacy	Over target	95.000000	95.000000	97.000000	95.000000	Monthly
Percentage of End User Service incidents resolution responses met successfully	percentage	Mission and Business Results - Support Delivery of Services	Over target	90.000000	90.000000	0.000000	92.000000	Monthly
Percentage of inbound IT service desk calls abandoned at 12 or more seconds	percentage	Customer Results - Timeliness and Responsiveness	Under target	5.000000	5.000000	0.000000	5.000000	Monthly
Percentage of End User customer satisfaction survey results rating good (4.25) to excellent (5.0)	percentage	Customer Results - Service Quality	Over target	95.000000	95.000000	0.000000	95.000000	Monthly
Percentage of desktop support 24 hour resolution (Number of records resolved same day logged/number of all records logged for Level 2 support)	percentage	Process and Activities - Cycle Time and Timeliness	Over target	70.000000	75.000000	0.000000	75.000000	Monthly
Percentage End User	percentage	Technology - Quality	Over target	60.000000	60.000000	0.000000	60.000000	Monthly



Table II.C.1 Performance Metrics								
Metric Description	Unit of Measure	FEA Performance Measurement Category Mapping	Measurement Condition	Baseline	Target for PY	Actual for PY	Target for CY	Reporting Frequency
first call resolution (Percent of Incidents or calls that were resolved during the customer's first call, regardless if additional support personnel was called for information.		Assurance						